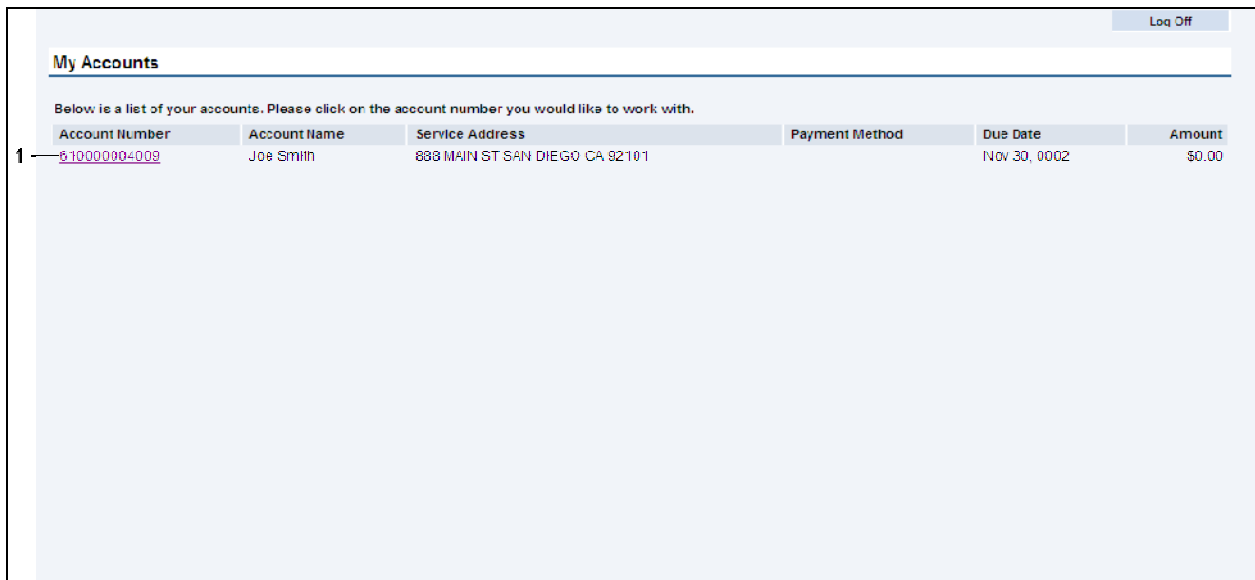## Purpose

Use this procedure to enter or update your personal information on the CCC (Customer Care Center) portal. This information includes contact number, e-mail ID, notifications, reset password, and security question / answer.

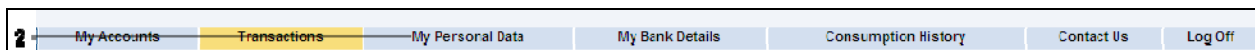## Procedure

Content and Forms

1. Log into Customer Care Center (CCC) portal and click to select the account you want to work with.

Navigation

2. Click the **My Personal Data** tab My Personal Data.

Content and Forms

3. To add or edit your contact details, click the **Edit** button [Edit] in the **ContactData** section.

Content and Forms

4. To delete an entry, click the **Delete** check box [ ] next to it.

Content and Forms

5. Click the **Save** button [Save] to save the change.

Content and Forms

6. The system will display a message confirming the address data was changed. Click the **Back** button [Back] to return to the previous screen.

Content and Forms

7. To edit the data again (for example, to add a new contact phone number entry), click the **Edit** button [Edit].

Content and Forms

8. As required, complete/review the following fields:

Field	R/O/C	Description
New entry	R	Contact phone number (without any periods, hyphens, or spaces) **Example:** 6191234567

Content and Forms

9. Click the **Save** button [Save] to save the new contact phone number.

> If you want to change the e-mail ID that any correspondence from the Public Utilities goes to, enter it in the * **E-Mail Address** text box. You will see an asterisk on this field because it is a mandatory field - you must specify an email address.

Content and Forms

10. After reviewing the confirmation message, click the **Back** button [Back].

Content and Forms

11. By default, bill notifications are sent to your e-mail address. If you would like to change your notification preferences, click the **Edit** button [Edit].

Content and Forms

12. After updating the bill notification settings, click the **Save** button [Save].

In this example, the bill notification option has been set to both e-mail and paper bill. If you do not want to receive paper bills, for example, click the **Paper Bill :** check box to deselect it.

Content and Forms

Joe Smith / 888 MAIN ST SAN DIEGO CA 92101

Notification Data

The changes to your profile data have been saved

13 — Back

13. After reviewing the confirmation message, click the **Back** button [Back] to return to the previous screen.

Content and Forms

Edit

Notification Data

Primary E-Mail Address : abcdef@ghi.com

Account Name	Receive Bill Notification By
Joe Smith	E-Mail : ☑ Paper Bill : ☐

Save   Back

Change Password and Security Question / Answer

Password Reset

Your password must be a minimum of 8 characters and include one uppercase letter (A - Z) and two of the following: lowercase (a - z), Arabic numerals (0 through 9) or special characters, such as @, #, $, %, &, *, +.
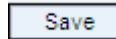
*Old Password

*New Password

*Repeat Password

Reset Password

Security Question / Answer Update

When you enrolled you were asked to create a Security Question and Answer. To change your Security Question or Answer enter the information below.
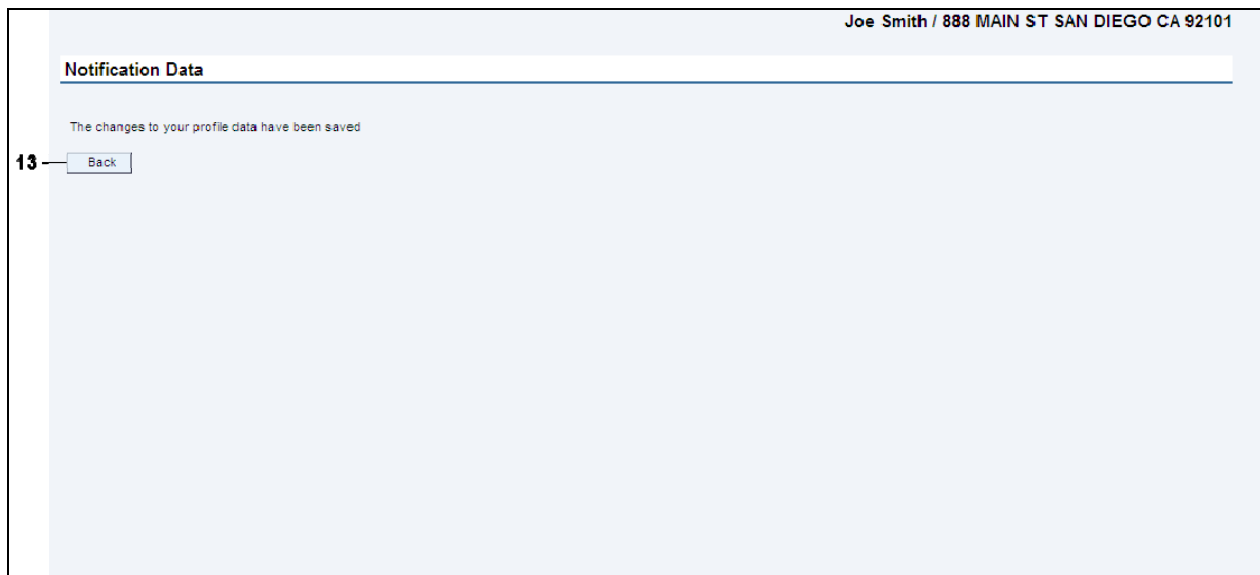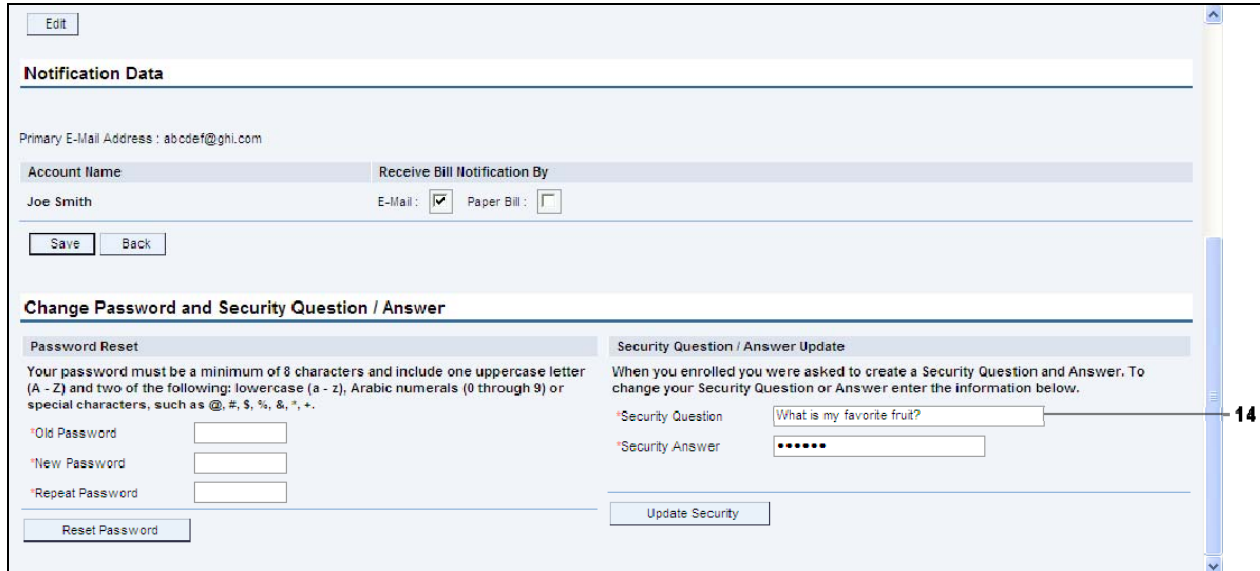
*Security Question   What is my favorite fruit? ————— **14**

*Security Answer   ••••••

Update Security

14. If you would like to change your security question, click the *** Security Question** text box.

If you want to reset your password, enter your old and new passwords, and click the **Reset Password** button [Reset Password]. Refer to the "Forgot Password on Customer Care Center" document for detailed step-by-step instructions.

Content and Forms

15. As required, complete/review the following fields:

Field	R/O/C	Description
* Security Question	R	Question to validate your credentials in specific situations, such as password reset **Example:** What is my favorite fruit?

Content and Forms

16. As required, complete/review the following fields:

Field	R/O/C	Description
* Security Answer	R	Answer to the security question **Example:** *****

Content and Forms

17. Click the **Update Security** button [Update Security].

Content and Forms

18. After reviewing the message, click the **Back** button [Back].

Result

You have successfully updated your personal information on the CCC portal.